

COMMUNITY ACCESS PROGRAM YOUTH INITIATIVE

ADMINISTRATOR / YOUTH
CAP-YI MANUAL
2005-2006



Industry Canada
**Community Access
Program**

Industrie Canada
**Programme d'accès
communautaire**



2005 - 2006

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INTRODUCTION

The Community Access Program, otherwise known as CAP, is a Government of Canada initiative, administered by Industry Canada, that aims to provide Canadians with affordable public access to the Internet and the skills they need to use it effectively.

This manual has been created to help you, either the Youth Worker, Site Administrator, or Regional Coordinator make sense out of the Community Access Program in a reader-friendly format.

For instance, if you are a Site Administrator who's been involved with the program before and has site-specific questions, you may wish to skip ahead to the **Site Administrators** section of the manual. If you are a youth who's just been hired as a CAP worker for the first time you should read the **Orientation** pages before continuing on to the **Youth Worker** section.

WELCOME TO CAP-YI

CAP helps Canadians, wherever they live, take advantage of emerging opportunities in the new global knowledge-based economy. Under CAP, public locations like schools, libraries and community centres act as "on-ramps" to the Information Highway, and provide computer support and training.

The Community Access Program (CAP) provides funds and resources to public locations to purchase computers as well as other electronic equipment and services, such as Internet access so that the public has affordable (and oftentimes free) access to the Internet and the World Wide Web.

As part of the CAP program, Industry Canada also funds the Community Access Program – Youth Initiative (CAP-YI), commonly referred to as the Youth Initiative. Participants (youth aged 15-30) work as interns at CAP Centre's throughout Canada, helping individuals, community organizations and small businesses improve their knowledge and effective use of the Internet and related information technologies. As a CAP worker, you are part of the CAP Youth Initiative. Specific activities include:

- delivering Internet training sessions;
- researching and developing Web sites;
- drafting publicity materials;
- organizing information fairs and special events;
- providing technical support to the CAP site.

WHO'S WHO & WHAT'S WHAT

CAP-YI is implemented through provincial and territorial partnerships between Industry Canada and various provincial and territorial governments for the support and administration of the Community Access Program. In provinces and territories where there is no such agreement in place, partnerships are initiated with third-party agents.

To attain a better understanding of the CAP program, read the following brief descriptions of the various roles for the contributors/participants of the program.

Industry Canada

The CAP - Youth Initiative, as mentioned above, is funded as an initiative by Industry Canada. The program's funds are distributed provincially. In some provinces, the provincial government administers the program; in others, third-party organizations administer CAP. In Ontario, CAP is administered through one of these third-parties: the Ontario Library Association.

Ontario Library Association (OLA)

As Ontario's CAP Youth Initiative Contractor, the OLA is the point of contact for all Site Administrators and Youth Workers across Ontario. The OLA sends out notices of application, processes applications and contracts, distributes and approves funding, and performs the day-to-day transactions necessary to administer the CAP Program. To aid in the successful administration of the program, the OLA employs Central & Regional Coordinators.

Central Coordinator

The OLA typically employs one to two Central Coordinators to administer the Ontario CAP Program. Most of the official paperwork between the OLA and site Administrators/Youth Workers is funneled through the Central Coordinator.

Regional Coordinator

Regional Coordinators in Ontario are the point of contact between the OLA and the Site Administrators/Youth Workers. Regional Coordinators report to the Central Coordinator and are responsible for reporting on the details and activities of their regions on a weekly basis. Regional Coordinators act as a resource to both the Administrators and the Youth Workers, and aid the Central Coordinator in monitoring the activities of the province.

Site Administrator

Site Administrators apply for funding to hire CAP Youth Workers to train residents in Internet technology. CAP sites are often located in libraries, municipal offices and schools. In return for the funding granted through the CAP program, Site

Administrators agree to submit regular reports to and maintain regular contact with the OLA through their Regional Coordinators.

CAP Youth Worker

CAP Youth Workers are the backbone of the entire CAP program. They train the public in basic computer and Internet use, hold CyberCamps (workshops), provide technical support to CAP sites, develop web pages for non-profit organizations and CAP sites, promote and create awareness of the CAP Centre, and perform the daily administration of the CAP Centre.

YOUR REGIONAL COORDINATOR

The Regional Coordinator is the point of contact between the Ontario Library Association and the Site Administrators/Youth Workers. Regional Coordinators can also facilitate and negotiate better working relationships between Youth Workers and Site Administrators, if necessary.

In Ontario, every region of the province has a Regional Coordinator. The responsibilities of the regional coordinator are:

- To be the principal contact between OLA/Industry Canada and the individual CAP Centres, the administrators and the youth workers.
- To prepare all reports required by the OLA and the federal government.
- To provide the OLA with regular reports on the progress of centre programs and on the effectiveness of youth employment experiences.
- To assist in training, supporting and overseeing youth workers in conjunction with CAP Centre Administrators.
- To ensure that the youth workers and administrators are collecting all the required data in an efficient and timely fashion.

CONTACT INFORMATION

Regional Coordinator	CAP Session	Phone Number	Email	Fax

PROGRAM PRIORITIES

Each year Industry Canada and the funding partners set key program priorities. We have received indication that the priorities will be similar to past years. As a reminder the priorities are:

- Delivering Internet training sessions
- Researching and developing websites
- Assisting community members to develop their own web pages
- Promoting the awareness of e-commerce to local small businesses
- Assisting with network troubleshooting and maintaining hardware and software applications within the CAP Centre

» [View & Print the OLA's Official CAP 2006 Priorities.](#)

ELIGIBLE YOUTH ACTIVITIES

Youth engaged in CAP Centres under the Project may undertake some or all of the activities listed below. CAP Centre Operators may add special projects and responsibilities that reflect the demands and needs of the CAP Centre and community.

Training

- Train and assist the general public on basic computer and Internet use
- Deliver Internet training sessions to various age groups in the community

Technical Support

- Set up and/or maintain hardware and software
- Provide network troubleshooting

Web Page Development

- Update or create a website/web page for the CAP Centre
- Assist community members develop their own websites/web pages

Promote and Create Awareness of the CAP Centre

- Inform a broad range of community members about the CAP Centre
- Develop publicity and promotional materials (i.e. flyers)
- Organize information sessions and other promotional events
- Encourage local media to do stories on the CAP Centre
- Promote e-commerce to local businesses; approach local orgs as potential partners

Research

- Perform customized Internet searches for specific target groups
- Collect data about the community or CAP Centre clients (i.e. exit polls)

Administration

- Maintain records for the CAP Centre; assist in day-to-day activities of the CAP Centre

CONTACT INFORMATION

Phone, fax or email us with your questions and comments. As a rule of thumb, your regional coordinator should always be your initial point of contact with the CAP program.

Ontario Library Association (OLA)

100 Lombard Street, Suite 303
Toronto, ON
M5C 1M3

Phone: (416) 363-3388 x28

Fax: (416) 841-9581

Email: info@accessola.com

Regional Coordinator	CAP Session	Phone Number	Email	Fax

Central Coordinator	CAP Session	Phone Number	Email	Fax
Jennifer Marriott	2004/2005	416-363-3388	jmarriott@accessola.com	416-841-9581

SITE ADMINISTRATORS

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Your Contract

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Conducting an Interview

Training & Guiding Youth

Reports & Statistics

Assessing Your CAP Centre

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SITE ADMINISTRATORS

The purpose of this manual is to give some insight as to how Industry Canada and the Ontario Library Association administer the CAP program. The OLA intends to use similar methodology as in the past to manage the CAP-YI, to make the implementation as smooth and as efficient as possible.

Approved Site Administrators are responsible for achieving project results, including:

- Providing services including presentations, demonstrations and hands-on training for individuals and groups at the employer's site or client's place of business
- Delivering Internet training sessions
- Researching and developing websites (non-profit orgs.)
- Assisting community members to develop their own web pages
- Promoting the awareness of e-commerce to local small businesses
- Assisting with network troubleshooting and maintaining hardware and software within the CAP Centre
- Reporting project activities and results to Industry Canada, through the OLA (i.e. your regional coordinator)
- Impact Data Statistical Reports

NOTE: Services offered through the CAP Youth Initiative should not compete with those available from established commercial providers, must not recommend one commercial provider over another and must work with any provider recommended by the client.

If you have *any* questions or concerns, please contact your Regional Coordinator. Have a quick question? Try finding the answer in our Frequently Asked Questions.

YOUR APPLICATION HAS BEEN APPROVED! NOW WHAT?

Congratulations! You have been approved to become a participant in the Community Access Program - Youth Initiative.

Take a moment and read the **Orientation** section of this manual. After reading the **Orientation**, you should have a good understanding of CAP and how it is administered.

"I've been approved, but what exactly do I *do* now?" you ask. Good question!

Essentially you have two major initial tasks to complete:

- [Sign and return your contract](#)
- [Hire your Youth Worker](#)



After you have hired your Youth Worker(s), there are several other tasks that, as the CAP Administrator, you will need to complete. The remainder of this section will outline these tasks/requirements.

YOUR CONTRACT

Your contract contains the necessary legal terms to be agreed upon between you and the Ontario Library Association as participants in the CAP program. Please read it carefully.

Your contract is two pages long and includes four additional schedules:

- Contract (Pages 1-2)
- Schedule A: Program Description (Page 3)
- Schedule B: Terms & Conditions (Page 4)
- Schedule C: Budget Schedule (Page 5)
- Schedule D: Completion of Time Sheets & Statistical Reports on the Internet (Page 6)

Once you receive your contract, you have **30 days** in which to initial and sign the first two pages and return the original copies (of the first two pages) to the OLA (by mail). Please remember to make a copy for your own records! Centres will not receive their first installment of money, regardless of claim, until this agreement has been received by the OLA.

Please Note: While the OLA makes every effort to pay centres in a timely and efficient manner, the OLA is not able to release funds and pay centres until funds have been received from the program benefactors. CAP Centres will receive reimbursement for claimed wages approximately four weeks after the submission date. Centres should make arrangements locally to handle the necessary cash flow stress this may create. You may not withhold submitting claims to OLA until the end of the program. Payments not received within the month after the claim period risk not receiving those funds.

HIRING YOUR YOUTH

You don't need to wait for your contract to arrive to begin hiring procedures. Youth Workers can start working immediately (*See Schedule A of your contract for information on wages and reimbursement*).

In most cases, as long as your applicants fulfill the hiring criteria, they can be hired and begin working immediately. The hiring criteria are as follow:

- 15-30 years of age
- Must be eligible for employment in Canada (i.e. a Canadian citizen or permanent resident)
- Not in receipt of EI
- Not related to Centre Administrator

In addition, Youth Workers MUST fit into one of two categories:

- SUMMER EXPERIENCE
(Youth must be returning to school full-time in the Autumn); or
- CAREER FOCUS
(Currently enrolled in post-secondary institution OR completed at least one course at a post-secondary institution - worker does not need to be returning to school)

!Please Note: After you have hired your youth(s), please forward their names and contact information to your regional coordinator. If they don't have an email address, you can direct them to Yahoo! or MSN Hotmail to sign up for a free email account. Your regional coordinator must receive contact information for **all** CAP Workers in your region.

Need help hiring your Youth Worker? Ask your regional coordinator to participate in the hiring process by posting ads or holding phone interviews. You can also continue reading for a list of possible interview questions.

CONDUCTING AN INTERVIEW

Most interviews conducted to hire CAP Youth Interns tend to focus on three main themes: computer skills, people skills and marketing skills. Ideally, you will want to find a candidate with strong skills in each one of these areas.

However, depending on the priorities of your Centre, it may be more practical to find a candidate who has a particular aptitude to help one aspect of your Centre's operation. For example, a newly established site may require assistance setting up their system(s) and creating a web page and would value strong computer skills. Older sites may want to focus more on increasing awareness of their Centre and would value people and marketing skills.

SOURCE: http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=a_interview

Possible Interview Questions

- Work Related Experience Questions
- Scenario Questions
- Personality/General Questions
- Preparedness Questions
- Marketing / Promotional Questions
- Technical Computer Questions
- End Of Interview Questions

Work Experience Related Questions

- What in your past work history do you think is applicable to this job?
- What was the reason for you leaving your last job?
- What would you say was the hardest job you have ever had; why did you find it so?
- How have your past job experiences prepared you for this position?

Scenario Questions

- A patron to the CAP site is looking at material that is contrary to the rules, how do you handle this situation? Follow-up: What if you happen to be the only person at the CAP site at that time?
- There are some very noisy kids in the CAP site which are disturbing others, how do you handle this situation?
- There are some people waiting patiently to use a computer which someone is currently using and has been using for hours, how do you handle this situation?

- You are teaching an Internet newbie his/her first Internet lesson, what teaching approach do you use and what material do you cover?

Personality/General Questions

- Tell me about yourself.
- How would your friends describe you?
- What makes you different from the other candidates for this position?
- Describe the accomplishment of which you are the most proud.
- Why should we hire you?
- What strengths and attributes could you bring to this position?
- What is your greatest weakness?
- Have you ever failed at anything?
- What has been your greatest challenge?
- What do you enjoy doing outside of work-in your free time?
- If you had six months ahead with no obligations and no financial constraints, what would you do?
- If you could invite anyone you would like to a dinner party (famous or historical figures, dead or alive), which ten people would you invite?
- If you could trade places with someone for a week, who would it be?
- What is your favorite book/movie/song/painting-or author/actor/singer/artist?
- Which magazines/newspapers do you read regularly? Which books have you read recently?
- If interviewing a returning youth intern:
- What has led you to want to do this job again?
- What would you improve upon if you were to be re-hired?
- What did you like the best/worst about being a youth intern?

Preparedness Questions

- What can you tell me about the CAP program?
- What can you tell me about our organization?

Marketing / Promotional Questions:

- What marketing skills and experience do you have?
- What would you do to help increase the number of people visiting the CAP Centre?

Technical Computer Questions

- Are you familiar with the web / web authoring?
- Are you familiar with telnet?
- Are you familiar with FTP?
- Are you familiar with any Unix / Linux systems?

- Some Possible Acronym Questions:
 - **HTML** - Hyper Text Mark-up Language
 - **HTTP** - Hypertext Transfer protocol
 - **FTP** - File Transfer Protocol
 - **MODEM** - Modulator Demodulator
 - **KBPS** - Kilobits Per Second
 - **DVD** - Digital Versatile Disc
 - **TCP/IP** - Transmission Control Protocol / Internet Protocol
 - **WWW** - World Wide Web
 - **RAM** - Random Access Memory
 - **ROM** - Read Only Memory
 - **ISP** - Internet Service Provider
 - **DOS** - Disk Operating System
 - **ASP** - Active Server Page
 - **BBS** - Bulletin Board System
 - **FAQ** - Frequently Asked Questions

A great source of computer related jargon is located at <http://www.whatis.com>

End of Interview Questions

- What would you like me to know about you that is not on your resume?
- What would you like your lasting impression to be?
- Do you have a final statement?
- Do you have any questions you'd like to ask of me?

TRAINING & GUIDING YOUR YOUTH

Need help motivating your Youth Worker? Need some ideas for the new CAP session? Read below to discover some tips for effectively guiding your youth.

As part of your initial CAP-YI application, you were required to submit three attachments as part of your application:

- Youth Job Description
- Work plan for the CAP session
- Training Plan

As soon as you've hired your Youth (and forwarded their contact information to the regional coordinator), you will need to follow your training plan, which generally provides your Worker with an overview of the CAP and CAP-YI initiatives, a tour of your facilities, and individual training on the programs, electronic or otherwise, that you use as part of your CAP Centre. You will also need to go over the approved work plan (see above list) in order to give the Worker an idea of what, specifically, is required of him or her during the temporary employment session. As part of the work plan, you should also review the Youth's report submission requirements, which must be completed monthly.

Training can take anywhere from one day to one week, occasionally even longer.

After you have trained your Worker, he or she should be ready to start marketing the CAP site and booking training appointments (have your Youth read this manual in order to receive a full explanation of the program and a comprehensive outline of Youth requirements). It may be a good idea to set up weekly, bi-weekly or monthly meetings with your Worker to ensure that the work plan is being followed and the project goals are being met.

Not all CAP Youth Workers are created equally. Some workers will come with their own ideas and projects, complete with program deadlines, objectives and goals. Others, well, won't... Luckily, most workers are capable and qualified enough to successfully administer the CAP program. If you find that your youth is having difficulty working independently or is not performing according to CAP standards, you may need to provide some additional guidance for your youth.

Beyond the typical "performance evaluations" that many supervisors engage in, you could schedule an hour brainstorming session to find out what your worker finds interesting and see if you can't synthesize both your interests and needs into a dynamic CAP session. Photocopy the [Program Ideas List](#) (found under the Youth Workers section of this manual) and take it with you to the session.

If you don't have the time to deal with problems affecting your youth and the CAP program, you can also request that the [regional coordinator](#) step in and try to "jump-

start" your Youth Worker.

It is important for Site Administrators to know that there are tools and resources available to help ensure that their CAP sessions run as smoothly as possible! Don't be afraid to contact your regional coordinator if you feel you need assistance making the most of your CAP Centre.

REPORTS & STATISTICS

In order to help the Community Access Program (CAP) evaluate the impact of its Youth Initiative, all Site Administrators and CAP Youth Workers are requested to submit regular invoices and provide information on the types of community clients serviced and the specific services provided.

There are four reports that must be **electronically** submitted to the Ontario Library Association:

Report	How Many	Frequency	Submitted By
Invoice/Time Sheet	6 - 7	Last day of Every Month	Site Administrator
Impact Data Sheet	6 - 7	Last day of Every Month	Site Administrator or Youth Worker *
Site Administrator Report	1	End of 2005/2006 CAP Term	Site Administrator
Youth Report	1	End of 2005/2006 CAP Term	Youth Worker

Site Administrators, as you can see from above, are expected to submit monthly Invoices and an annual Site Administrator Report. Your Regional Co-ordinator will inform you when you need to submit your Site Administrator Report (usually in February or March). **Invoices should be submitted by the last day of every month.**

* However, in addition, Site Administrators may also choose to submit monthly Impact Data Reports for their Youth Workers. It is largely up to the Administrator to decide who will submit the Impact Data. If you require your Youth Worker to submit the monthly Impact Data Report, you should clarify with your Worker that they are, in fact, required to do so. You will also need to give the Worker the Impact Data set of Administration passwords in order to submit these reports.

You can access the reports via the CAPSTATS website: https://capstats.ocl.net/cgi-bin/serve_page.cgi?page=report.

Need help with submitting the reports. Visit the CAPSTATS Help/FAQ page at: http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=report&item=faq or contact your regional coordinator for assistance.

ASSESSING YOUR CAP CENTRE

The ultimate goal of every CAP Centre is SUSTAINABILITY. Learn how to assess your CAP Centre and determine the current stage at which you are operating. Use the "four stages" to help you achieve the objectives you need to attain in order to advance to the next stage.

Although each CAP Centre will be unique, the OLA has devised a four-stage ranking system for CAP Centres, outlining their current stage, their goals (which is to get to the next stage) and the corresponding Youth Worker responsibilities. Developed in 1998-1999 with consultation from Industry Canada, the idea of the following "stages" is for Centres to "rank" where they stand in terms of progressive development. No centre will meet all criteria, but the idea is to try and find a stage that most closely represents your development.

Below are brief outlines for each possible stage of a CAP Centre. For more detailed information and an outline of tasks required to get to the next stage, visit the CAPSTATS website: http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=a_stages

STAGE ONE – STILL BEGINNING

YOUR CAP CENTRE:

1. May have just received funding
2. Hardware and software may not have been purchased, or if they have they have not fully been deployed
3. There has been little if any centre promotion
4. May not have implemented a training program
5. Do not have a volunteer base, beyond minimum required
6. No plan for sustainability
7. May not have youth workers, or are having youth for the first time in 2004/2005
8. May have not created a web page for the Centre
9. May have trained less than 2% of the community's population
10. May have not provided any documentation to aid training
11. May have not developed any partnerships in the community, beyond minimum required
12. Paying the full amount of the costs associated with the Internet
13. Separate Internet accounts for each terminal
14. Contact "mature" CAP centres for guidance
15. Not part of any larger unit of service
16. Experienced set-backs from high stages for various reasons

STAGE TWO – PROGRESS BEING MADE

YOUR CAP CENTRE:

1. Hardware/software and an Internet connection that is reliable and is actively used
2. Initiated a site promotion strategy
3. Started to work on a website page, or has a basic information site
4. Completed some information sessions, but do not have written training plans and policies
5. Worked towards a plan for recruiting volunteers
6. Started planning towards sustainability – revenue ideas
7. Trained over 2% but less than 6% of the community's population
8. Created some documentation to assist users of the site
9. Developed an acceptable use policy for the terminals
10. Developed some basic documentation to assist site users
11. Two different access sites in different locations of the community
12. Employed more than one youth worker at various times
13. Partnered with 2 different community organizations
14. Is receiving a discount from the local Internet provider
15. Is part of a larger network – human, financial or technical

STAGE THREE – A COMMUNITY RESOURCE

YOUR CAP CENTRE:

1. High profile in the community through extensive promotion, heavy training and strong partnerships
2. A sustainability strategy is in its initial phase of implementation using Co-op students, partnerships, etc.
3. Youth workers have regularly scheduled information sessions with local residents and are an integral part of the program
4. A small volunteer base has been established
5. Information sessions have been tailored for different interest groups; with written training plans, etc.
6. Trained between 6%-11% of the community's population
7. Developed a generic manual for the Centre
8. Three access sites in different locations throughout the community
9. Employed 4-6 youth workers over the years
10. Partnered with 3-4 community organizations
11. Paying for half the Internet accounts and receiving the others free of charge; receive in-kind contributions that help offset other expenses
12. Part of a larger organization (library, service club, etc.) that is paying a significant portion of the CAP Centre costs
13. Part of a larger network – human, financial or technical; and are benefiting from this association in a material and concrete way.

STAGE FOUR – NEXT STOP: INTEGRATION

YOUR CAP CENTRE:

1. A highly utilized community resource information centre for the community; at capacity usage
2. Information sessions throughout the year, always busy
3. Information sessions are divided into different levels to accommodate the knowledge of the user
4. Information sessions have been given to community groups; local leaders are aware of the resource
5. The site is self-sufficient and sustainable without further need of grant money; are involved with funders other than Industry Canada and HRDC
6. An organized group of community volunteers that are able to ensure the continued operation of the site
7. Trained over 12% of the total population of the community
8. Developed specialized manuals that deal with different aspects of the Internet and different ability levels of users
9. Formed partnerships with more than 5 different organizations in order to bring Internet access to various parts of the community
10. More than 3 access sites in different locations within the community
11. Has employed over six workers
12. Internet access free of charge; and other in-kind support from partners
13. Leader in the larger network
14. Seen as a learning organization with extensive reach throughout the community

FREQUENTLY ASKED QUESTIONS

Have a question? Read our frequently asked questions to see if we've already answered your query. If not, email your questions to your [Regional Co-ordinator](#).

SOURCE: http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=a_faq

- Can I go ahead and start finding applicants?
- Am I allowed to split the youth work term?
- What are the responsibilities of the Regional Co-coordinators?
- How do I submit my invoices to the OLA?
- When do I have to submit my invoices and statistics to the OLA?
- What is my password to submit invoices and statistics?
- What skills should I be looking for in a Youth Intern?
- What are appropriate tasks for Youth Interns to be working on?
- What happens if I fail to use all of my approved CAP-YI hours?
- When the summer term has ended, can I apply for more hours?
- The contact information has changed for our CAP administrator, who should I tell?

Can I go ahead and start finding applicants?

Yes, you may begin soliciting applications for the Youth Intern position for your community.

Am I allowed to split the youth work term?

No. The OLA and the sponsors of this program (Industry Canada, HRDC and the Province of Ontario) discourage the splitting of positions between multiple youth. The primary goal is to provide valuable work experiences to youth that can only be obtained through the longest job experience possible.

What are the responsibilities of the Regional Coordinators?

- To be the principal contact between OLA/Industry Canada and the individual CAP Centres, their administrators and the youth workers.
- To prepare all reports required by the OLA and the federal government.
- To provide the OLA with regular reports on the progress of centre programs and on the effectiveness of youth employment experiences.
- To assist in training, supporting and overseeing youth workers in conjunction with CAP Centre Administrators.
- To ensure that the youth workers are collecting all the required data in an efficient and timely fashion.

How do I submit my invoices to the OLA?

All invoices, statistical reports, administrator reports and youth reports will be filed on the Internet. To complete all required forms, please visit the address listed below and simply follow the links (If you have any questions or difficulties, please contact your Regional Co-coordinator).

- https://capstats.ocl.net/cgi-bin/serve_page.cgi?page=report

When do I have to submit my invoices and statistics to the OLA?

Deadlines for Invoice and Impact Data Report submission:

2005, August 31 (For period 08/01 to 08/31)
2005, September 30 (For period 09/01 to 09/30)
2005, October 31 (For period 10/01 to 10/31)
2005, November 30 (For period 11/01 to 11/30)
2005, December 31 (For period 12/01 to 12/31)
2006, January 31 (For period 01/01 to 01/30)
2006, February 28 (For period 02/01 to 02/28)

What is my password to submit invoices and statistics?

For Invoice and Impact Data Report passwords, please refer to Schedule D in your contract or ask your Regional Co-coordinator.

What skills should I be looking for in a Youth Intern?

- A self-starter and able to work with minimal supervision
- A good communicator with public relations skills; good telephone skills
- Enthusiastic and creative
- A competent user of the Internet, computers, software and hardware
- Willing/able to teach technical skills to 'non-NETtechies'
- Interested in community based activities
- A problem solver
- Computer set up and maintenance; software and hardware installations/connections
- Internet techniques and applications
- Programming; network troubleshooting

Source: Community Access Sites - EnCAPsulating Career, Co-op & Work Experience for Secondary Students, Co-operative Education & Work Education Association of Canada.

What are appropriate tasks for Youth Interns to be working on?

Read the Youth Section for Youth Responsibilities and Job Description.

What happens if I fail to use all of my approved CAP-YI hours?

In the past, some sites have repeatedly failed to fill their hours, for example, applying and being approved for multiple youth, and then only hiring one youth. When this happens and we are not told in advance that these hours will not be filled, other sites are unable to use the funds to run a CAP site. Also, as a Governmentally funded program, if we do not use what we have been granted, our allotment will be decreased for the next year. For this reason, it is stipulated in the contract that if a site is unable to fill their hours the OLA needs to be notified no later than December 15, 2004.

Sites who have repeatedly left a substantial quantity of unused hours have been approved for fewer youth than they applied for, in an attempt to eliminate the unclaimed funds.

The contact information has changed for our CAP administrator, who should I tell?

Send an email with your new contact information including community, contact name, mailing address, telephone number, FAX and email to your Regional Coordinator.

YOUTH WORKERS

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FAQ



Youth Workers

The Community Access Program's Youth Initiative has been providing employment opportunities for youth since 1996. Since then, we have provided meaningful work experience to more than 7,000 young people across the country. CAP's Youth Initiative is helping young Canadians gain necessary skills in the field of information technology, interpersonal communications, as well as critical and creative thinking.

As a Youth Intern working at your local CAP site, you are in a unique situation because you are reporting to the Regional Coordinator as well as to your CAP Site Administrator.

So how do you make your work experience both rewarding and enjoyable while meeting everyone's needs? First of all, you will need to know what's expected of you. We recommend reading the entire **Youth Worker** section of this manual as well as becoming familiar with Industry Canada's CAP website <<http://cap.ic.gc.ca>> and the Ontario Library Association's Youth Initiative Capstats website <<https://capstats.ocl.net/>>.

If you have *any* questions or concerns, please talk to your CAP Site Administrator or contact your Regional Co-coordinator. Have a quick question? Try finding the answer in the Frequently Asked Questions section.

You've Got the Job! Now What?

Congratulations! You are now a CAP Youth Worker working for Industry Canada's Community Access Program - Youth Initiative.

But, you may ask, what exactly does that mean?

If you haven't read the **Orientation** section of this manual, do so now. After reading the **Orientation**, you should have a good understanding of CAP and how it is administered.

"But, what exactly do I *do*?" you say. Good question!

Essentially, you are a Computer Technology Trainer. Most of your time will be spent training individuals on how to use the Internet and email. Although, if you are ambitious and your supervisor is interested, there are many other projects you can work on in addition to basic Internet training.

After you received your offer of employment, you should have spent anywhere from a day to a week in training. You probably discussed the supervisor's wants and needs and now have a basic idea about what is expected of you. If not, continue reading this section for more information.

YOUTH RESPONSIBILITIES & JOB DESCRIPTION

Community Access Sites offer opportunities to gain job-related skills, practical knowledge and work experience, as well as a chance to get involved in your community. There is a wide range of possible roles.

As a Community Access intern, your responsibilities could include:

- Promoting the CAP Centre to the community and marketing its services
- Informing a broad range of community members about the potential of the Internet as a source for information, resources and services (e.g. use of Strategies for small business, Campus Worklink for students)
- Providing training on Internet and related technologies to business people, representatives of community organizations and individual citizens of all ages
- Researching and developing web pages and helping various members of the community develop their own web sites
- Helping to manage the overall operations of the Community Access Site
- Outreach to neighbouring communities to promote the Community Access concept and encourage others to develop proposals for the Community Access Program

Depending on the precise nature of your role, your specific tasks could include:

- Offering basic computer and Internet training to the general public (e.g. use of e-mail and Internet search engines)
- Working with small and medium-sized businesses to help build awareness of how they could use the Internet as a tool to give them a competitive advantage (e.g., use of e-mail and Internet search engines)
- Training community organizations (e.g. non-profit organizations, community groups, schools, libraries, local government agencies) in Internet applications such as e-mail and showing them how they can use the World Wide Web to meet their specific needs
- Researching and developing a web page for the Community Access Site
- Helping businesses and community organizations develop their web sites
- Setting up hardware and software and network troubleshooting
- Doing surveys and maintaining records for the Community Access Site
- Organizing information fairs
- Developing publicity material (i.e. flyers, posters, etc.) to promote CAP Site
- Encouraging local media to do stories on the Community Access Site
- Approaching businesses and local service clubs as potential sponsors for the Community Access Sites

Source: Youth Internships in Community Access Sites - An Introductory Guide, Youth Initiatives Community Access Program, Industry Canada, April 1999

If you find that your own job description does not resemble the above list or feel that you are being asked to perform tasks outside of the CAP mandate, please contact your Regional Coordinator.

HOW TO SET UP & RUN A CAP SITE

There are many different ways to create and maintain your CAP site. A community access site is a single location or a series of locations where Internet access is available to the public. Sites may be located in public areas, such as schools, libraries or community centres.

SOURCE: CAP Workbook: Section 1.2 < <http://cap.ic.gc.ca/english/8932.htm> >
(*Note: This hyperlink is no longer active.*)

For your site to be successful, all members of the community must have equal access. Keep in mind that a number of different activities will be occurring at the site. Initially, it will be a site for training individuals. Gradually, more people will use it independently.

It is also important to consider any extra equipment that might be added to the site, and plan the space accordingly. People do not enjoy being in a cramped space. Furniture should allow users to enjoy themselves. Proper desks and chairs are necessary, and should be selected carefully. You will also need to plan for custodial services, replacement light bulbs and other equipment required for the upkeep of the site.

Hours of Operation

It is important to start planning the hours your site will be open and the type of staffing required. It is best to try to "piggyback" the access site with an existing facility. For example, a terminal located in the library could be open during regular library hours. Sites located in Chambers of Commerce or schools could have different hours. You may want to adjust hours of operation to take these factors into account.

Visit the following links to find printable posters and signs to mark your CAP Centre and display your hours of operation.

- Community Access Centre Signs <http://cap.ic.gc.ca/pub/download/media/signsbil_en.pdf>
- CAP Promotional Posters (English) <http://cap.ic.gc.ca/pub/download/media/poster_en.pdf>
- CAP Promotional Posters (French) <http://cap.ic.gc.ca/pub/download/media/poster_fr.pdf>
- CAP hours of operation (English) <http://cap.ic.gc.ca/pub/download/media/signshrs_en.pdf>
- CAP hours of operation (French) <http://cap.ic.gc.ca/pub/download/media/signshrs_fr.pdf>

Optional Equipment

Once you have a secure, comfortable site, you should consider optional equipment that can benefit the site's customers. Basic equipment such as a photocopier, printer and fax machine will likely be useful. If you intend to allow the public to design their own web pages, a scanner would be a great addition.

Acceptable Use Policy

Your community, along with your access provider, should develop an Acceptable Use agreement. This agreement defines acceptable and appropriate use of the Internet and the networking resources provided. An Acceptable Use Policy is particularly important for e-mail use, so be sure to discuss the guidelines with your ISP. People who violate Acceptable Use may have their account privileges revoked.

Establishing a Training Plan

An effective training program is essential to the success of your access site. You will need a training system to help community members learn about the many computer applications and software used. You could consider, for example, courses for local entrepreneurs on how to conduct business over the Internet, or how to use the Internet for greater economic benefit.

Training should not be limited to Internet applications, but should include word processing, database and spreadsheet programs. Courses offered on these subjects provide an alternative source of revenue that will help to sustain the access site. One of the greatest tools to learn about the Internet is the Internet itself. There are many on-line training presentations and hints available for free.

Keep training sessions fun, interactive, easy and straightforward. Use as little computer jargon as possible. You may want to use a "train the trainer" approach to provide Internet and network training courses. The following elements should be identified in your training plan:

- The provider of initial training services and any associated costs
- Information on trainers to be trained (who they are, what expertise is needed, and how to recruit them)
- Plan for training of trainers (time commitment, costs, etc.)
- Nature of the training environment (e.g., stand-alone terminals or a networked lab, lecture or hands-on workshop), documentation to be provided, the number of participants, etc.

Anticipated Timetable for Training Courses

Do not try to force-feed the Internet to students. Develop a course of a comfortable length so that the entire period is productive. Do not try to cover too much material, as this will only confuse students. Instead, develop two or three levels of courses that will enable participants to select the course that best suits them.

Evaluation

Evaluation is an important part of any type of training. It is necessary to know how the course is being received in order to ensure that it is effective. A simple questionnaire that can be filled out anonymously is best. The questionnaire should allow participants to assess the physical setting and handouts, the trainer's knowledge and teaching capability, the course content, and the structure of the

course. Leave room for comments and carefully review evaluations on a regular basis.

Promotion of Training Services to Outside Organizations

Make sure that target groups are aware of courses, and that there are clear descriptions of the material covered in each course. This can be done through brochures or pamphlets as well as through local media and word of mouth.

ADVERTISE YOUR CAP CENTRE

Let the community know what you're all about! The marketing campaign for your CAP centre can make or break your CAP session. So get out there and start advertising your services!

SOURCE: http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=y_advertise

Use the following methods to begin advertising your CAP Centre in your community:

- Posters
- Brochures and Handouts
- Newspaper
- Public Service Announcements
- Hosting a Grand Opening or Open House Event
- Participating in Community Events
- Personal visits to local businesses and community groups

Posters

Posters are a great way to promote the CAP Centre. Your posters can advertise the services you will be providing at the site or can introduce your CAP Centre to the community. The possibilities for your poster are endless and you can use a variety of colours, graphics, and text fonts to make your poster as eye-catching as possible.

Tips for designing an effective poster:

1. Keep the text of the poster simple and precise - People should be able to understand the message of your poster after a quick glance. Try not to crowd your poster with too much information and try to convey one concept at a time.
2. Make sure everything in the poster is balanced - Position the text and graphics on the page so that they are evenly distributed. Try to avoid unnecessary white space or conversely, graphics or text that is closely packed together.
3. Colour - When possible, adding a bit of colour is an effective way to make your poster more attractive and easy to read.
4. Easy to read - Make sure that the text is large and clear enough to be legible from a distance. Don't forget to carefully proof-read your poster to avoid spelling and grammatical errors.

Possible locations to display your posters:

- | | |
|-----------------------|------------------------------|
| • at the CAP terminal | • store windows |
| • schools | • community centres |
| • library | • post office |
| • shopping malls | • grocery stores |
| • municipal offices | • tourist information office |

Don't forget to ask permission first!

For Industry Canada created posters go to: <http://cap.ic.gc.ca/pub/download/media/index.html>

Brochures and Handouts

Creating brochures, flyers and handouts (e.g. bookmarks) can be a cost effective method of advertising your CAP site and the services that you are offering. A brochure can provide more detailed information than posters and people can keep them for future reference.

Brochures are relatively easy to distribute as many businesses and organizations will let you place a number of them on their counters. Flyers can be delivered to homes or inserted in newspapers or local government mail-outs such as tax or water bills for mass distribution. Bookmarks can be given out in libraries when patrons check out books or included with the receipt at bookstores. Again, always ask permission when distributing brochures.

Suggestions for brochure content:

- name of CAP centre(s)
- location(s) of CAP centre(s)
- services provided - - e.g. internet use, free internet training, etc.
- hours of operation
- contact information e.g. phone numbers, address
- related graphics

Newspaper

Using advertisements in the newspaper is an effective way to inform the public about your local Community Access Program. However, if funds are unavailable to purchase paid advertising space, there are still ways to get your message into the community.

Newspaper articles, media advisories and press releases are an excellent way to promote your program. They cost nothing, reach a large audience and can provide more information than a poster or brochure. Many community newspapers are willing to do a story on the CAP Centre and the youth workers, especially if the program has just begun. Approaching the newspaper editor with a written article and photos and not just an idea, will increase your chances of having an article published.

Placing an announcement in the Community Events section of your local newspaper is another effective way to gain exposure for your program. For example: Free Internet training at the Smalltown Public Library until Aug. 31, 2000. Call 123-4567 for more information or to make an appointment.

Public Service Announcements

A Public Service Announcement (PSA), is a very short information "bit" on a specific

topic that can be used over the radio during unsold blocks of advertising time or station identification breaks. Station managers and public service directors are always looking for PSAs that are well-written and carry messages of importance to their audiences.

An example of a Public Service Announcement:

Program Material: PSA Time: 30 seconds Contact: Megan Wyn (pronounced Win) (905) 217-3060 Subject: Community Access Program - Free Internet Instruction Use: June 10 to June 25

The local Community Access Program Centre is providing free Internet instruction to anyone wanting to learn about the Web. Training sessions will run on Monday nights at 7:00 pm throughout July at the CAP Centre located in the Maple Park Library on Main Street. Contact Megan Wyn at 217-3060 or come to the library for more information or to register.

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Hosting a Grand Opening or Open House Event

A grand opening event or an open house is a great way to introduce your CAP Centre to the community. It allows the public to come and take a look at what you are doing and what services are available. It also gives you the opportunity to meet and give the people of the community a tour of your facilities as well as an informational session for what CAP can offer them. This is a good approach to advertising CAP as the public will get a "hands-on" look at CAP.

To ensure a good turn out from the general public it is very important to publicize your event as much as possible (press releases, posters etc.). Extend personal invitations to key participants such as the local reeve/mayor, council, M.P. or M.P.P. and to the local newspaper.

If your Centre holds a grand opening, please contact Jennifer Fontaine at Industry Canada at 613-952-0521.

Participating in Community Events

Creating a display to be used at community events such as fairs, festivals, sporting events or farmer's markets is an excellent way to gain exposure for your local CAP centre.

Your display could include:

- table and chairs
- backdrop to display signs and posters
- a computer with either a live Internet connection (if possible) or saved pages for people to see

- CAP promotional material such as brochures and other handouts

Personal visits to local businesses and community groups

Another method of reaching a wider audience for your CAP Centre is to personally visit the local businesses and community organizations that could benefit from your services.

Businesses - Take the time to either call or visit the businesses in your area and inform them of what business resources the Internet has to offer and how CAP can teach them how to take advantage of them.

Possible points to discuss:

- advantages of email (easy, additional method of contact for customers, etc.)
- advantages of a company web page (sell products, advertise services, etc.)
- product research (research competitors, export markets)
- training available on how to use the Internet and how to make a web page
- use of Campus Worklink:NGR to advertise job placements

Community Organizations - Directly contacting organizations such as service clubs, non-profit organizations, museums, recreational organizations and clubs, and local government offices is another way to inform people about the program. You can visit these organizations in person or even ask to give a short talk about CAP at one of their meetings.

Possible points to discuss:

- researching groups who offer similar services
- learning how to make a web page to better advertise their services

If you find that people are unwilling/don't have time to discuss CAP with you, ask them if you can leave them with a brochure and your contact information.

PROGRAM IDEAS

Every CAP project is unique. The services offered will depend on community needs and resources, and how far the CAP project has progressed. Other factors may include the proportion of the population represented by young people, seniors, professionals, the unemployed, and those with little or no Internet experience.

Fundamental to CAP projects is computer and Internet training, as well as Internet access for community members. Below are lists of Program and Topic Ideas to get your CAP Centre training started!

Program Ideas

- One-on-One Training Sessions
 - See topic ideas (next page)
- Group Training Sessions - Workshops / Mini-Courses
 - See topic ideas (next page)
- CyberCamps
 - Read the **CyberCamp Handbook** (ask your Regional Coordinator how you can access a copy).
- Theme Days
 - Introduce people to computers and the Internet in fun and exciting ways by holding "Theme Days!" Have a Harry Potter Day or a "What's Hot & What's Not Day (i.e. pop culture); etc.
- Game Days
- Back2Work Training Program
 - Possible topics: Apply for jobs online; software training; etc.
- Online Scavenger Hunts
- Online Book Clubs
- Online Bridge Games/Tournaments
- Online Tutorials
 - Create a VIRTUAL CAP Site: Offer the public mini-courses and tutorials online so they can learn computer skills at home, work or anywhere!
- Volunteer Program
- Professional Development Workshops / Staff Training
 - Train staff/librarians in time and stress management; online resources that make their jobs easier; how to maintain a CAP centre; etc.
- Educational/Tutoring Programs
- ESL Program
- Partnerships with Local Organizations
 - Start various programs with other organizations in your community; help women in shelters learn computer skills; create co-op programs with youth groups; etc.
- Start a CAP Newsletter
- Design a CAP Website
 - Use Industry Canada's CAP website checklist for guidelines (see Additional Resources: Print Pack).

TOPIC IDEAS

Use the following training topics to make your computer education program interesting and educational.

Remember this is just an “idea” list – if you have an idea that isn’t on the list, don’t let that stop you from including it in your training program!

Topic Ideas

- Basic PC
- Basic Internet
- Searching Online and Search Engines
- Basic Cleaning, Mechanical Upkeep, De-fragmenting, Troubleshooting, etc.
- Installing Programs
- Initial Set-up
- Web Design (HTML; JavaScript; MS FrontPage, etc.)
- Email
- Internet Research - finding credible sites online
- Antivirus Software
- Software: PhotoShop; MS Office; CorelDraw; DreamWeaver; etc.
- Chat Room Awareness
- Firewalls and Parental Controls
- Desktop Publishing with MS Word
- How to Build a Computer
- Medical/Health Research Online
- Government Websites
- How to File Your Taxes Online
- Genealogy
- Digital Camera Use
- How to Use Printers/Scanners
- Learning a Second Language Online!
- Paying bills / Online Banking
- Shopping online - eBay
- Writing Resumes
- Registering Resumes Online
- Applying for Jobs Online
- Job Searching Online
- Proper Citation of Websites in Bibliographies

While on the program your supervisor may also want you to work on projects in addition to the ones we mention in our Program Ideas List. We encourage you to learn and gain as much experience as possible in your new job.

TEACHING INTERNET USE & WEB PAGE CREATION

Never taught anyone how to use the Internet or to design Web pages? Use the information below to help you develop an interesting, informative teaching style.

SOURCE: http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=y_training

- Having a Training Plan
- Knowing Your Audience
- Training Tips
- Possible Topics to be Covered in a Training Session
- Examples of On-line Internet Tutorial in Ontario

Having a Plan

An effective training program is essential to the success of your access site. You will need a training system to help community members learn about the many computer applications and software used. Many CAP Centres offer a variety of courses which are tailored to the individual needs of the client. Often topics are divided into different levels to prevent overly long lessons and undue confusion for new users. For example, the first lesson could include instruction on basic computer use (if required), then followed by simple Internet use. Once the client feels comfortable with their new skills, more advanced instruction could be offered.

Knowing Your Audience

Before offering training, it is very important to understand the needs and the abilities of the people who wish to be trained. Take the time to find out the level of computer literacy of the client and what they are interested in learning more about. For example, a small business owner may be interested in learning how to find business related resources on the Internet or how to make their own web page. By knowing what topics need to be covered you will be able to offer exactly the information that is needed.

Here are some sample questions that you can ask to help determine what type of assistance a client may need:

- Do you use a computer at home and/or work?
- Have you used the Internet before?
- Have you used Windows 95 before?
- Is there anything in particular that you are interested in learning about?

Training Tips:

Use the following tips when training students in your CAP Centre:

- Do not over-estimate the knowledge of your students. What may seem familiar to you could be brand new to someone else.
- Always ask if your audience is following you. If they are not, patiently re-explain or clarify any aspect of the lesson.
- Do a little research and prepare for your lessons. Know the answers to frequently asked questions and definitions of commonly used terms.

Possible Topics to be Covered

Every CAP centre is responsible for developing their own training plans according to the capabilities of their location, resources, staff knowledge, client needs, etc. However, the majority of training courses have the same general focus. Below is a list of topics that are usually covered in most CAP centres training programs. Note: this is meant to be a guideline only - not all topics will be covered by all sites.

A. General computer instruction

- how to start and shutdown computer
- simple terminology (e.g. processors, monitor, disk drive, RAM etc.)
- Windows 95/98
- mouse use
- Windows default applications (WordPad, paint, windows explorer, etc.)
- opening programs
- using button bars
- scrolling
- resizing, restoring, and closing program windows
- cutting, copying and pasting files or text
- saving files
- printing

B. Internet Use

- define 'World Wide Web' and 'Internet'
- Browsers
- Netscape and Internet Explorer
- parts of the browser window - (back, forward, home, reload, location box, print, stop etc.)
- URLs
- following links
- bookmarks / favourites
- Search Engines
- define search engines
- locating search engines
- simple searching using keywords only
- advanced searching using Boolean operators (AND, OR, NOT etc.)
- differences between search engines - advantages, disadvantage
- Email

- define email
- composing messages
- email addresses vs. web addresses
- define: To, Subject, Cc, Bcc.
- sending mail
- checking for new messages
- deleting, filing read messages
- web based email
- attachment
- Newsgroups
- Listservs
- Downloading
- File Transfer Protocol (FTP)

C. HTML

- Overview of HTML language, tags
- HTML editors
- how to start a page
- paragraphs
- breaks and horizontal rules
- text size, styles and colour
- lists
- tables
- background
- inserting links
- inserting images
- inserting bookmarks
- inserting email links
- frames

D. Requirements for Internet access at home

- hardware requirements
- software requirements
- internet service providers

Examples of CAP on-line Internet tutorial in Ontario:

Use the Grenville CAP On-line Internet Tutorial < <http://www.recorder.ca/grenvillecap/tutorial/> > with your students – show them how to teach themselves Internet skills!

HOW TO SET OBJECTIVES

Once you have a good understanding of CAP and your role in the program, you will need to set some objectives for your term of employment. If your employer has already outlined your objectives, you will not need to set your own.

What is an Objective?

An objective is a specific step that helps you achieve a goal. Setting objectives is not a one-time project and requires a process of monitoring, revision and improvement. The starting point in setting objectives is always a clear understanding of yourself and your CAP Centre.

As a CAP worker, your goal is to provide the public with computer training and easy, affordable access to online information.

Although each CAP Centre will be unique, the OLA has devised a four-stage ranking system for CAP Centres, outlining their current stage, their goals (which is to get to the next stage) and the corresponding Youth Worker responsibilities. Print the following stages to help you set objectives in your centre (also included in the Site Administrator section of this manual):

- [Stage One](http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=a_stage1) <http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=a_stage1>
- [Stage Two](http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=a_stage2) <http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=a_stage2>
- [Stage Three](http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=a_stage3) <http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=a_stage3>
- [Stage Four](http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=a_stage4) <http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=a_stage4>

Setting Good Objectives: The First Step

When setting objectives, you need to ask yourself, "What do I need to do in order to achieve my goal?" The answer(s) to that question will be your objective(s).

Successful objectives need to be clear, measurable and they must follow a timeline. When setting objectives, you should try to address the following areas:

- **Clients** – Who are they and what do they want; increasing client satisfaction, choice, and learning.
- **Internal Goals & Outcomes** – Increasing the number of courses developed or training provided; increasing statistics.
- **Growth, Learning and Innovation** - Increasing access to knowledge and online sources, improving access to information; designing creative and innovative ways to access the information.

Setting Clear Objectives: Follow the SMART Principle

The SMART principle is a popular device used for setting goals and objectives. Essentially, and according to SMART, your objectives must be:

- Specific
- Measurable
- Attainable
- Realistic
- Timely

For more information, visit www.goal-setting-guide.com/smart-goals.html (On this website, where it says “goals,” read “objectives!”).

Defining Your Objectives

To define your objectives, then, you will need to attach numbers and timelines to actions that will help you attain your goal. For instance, one of your objectives will be to train at least 2-12% of your community’s population (these percentages were taken from the CAP Centre’s four stages). Another objective may be to design, develop and write a Web design workshop by November 30, 2004 (This objective would then be broken down into even smaller steps).

To find ideas for program objectives, review the list of program ideas already covered in this section of the manual.

Why do You Need to Set Objectives?

You’ve undoubtedly heard the expression that those who, “fail to plan, plan to fail.” Well, that’s what setting objectives is all about: planning. Take some time to think about what projects you would like to complete during your term as a CAP Worker; brainstorm with your supervisor; brainstorm with yourself and a piece of paper. And then, most importantly, sit down and plan it out – because, truthfully, preparation really is half the battle.

Last, but not Least...

Measure your results. In order to analyze the results of your efforts, you will need to take some kind of measurements, i.e. surveys, statistics. You should provide anonymous survey forms for your clients to complete at the end of their programs, so that you can acquire statistical information about the age and sex range of your clients as well as where they heard about the program and whether or not they would take to program again, etc. You can find some sample survey/evaluation forms to PRINT (see the “print pack”) and use with your clients. You can use the ones included with this manual or use them as inspiration for creating your own:

- **Client Survey** (see additional resources: print pack)
- **Program Evaluation** (see additional resources: print pack)

REPORTS & STATISTICS

In order to help the Community Access Program (CAP) evaluate the impact of its Youth Initiative, all CAP Youth Workers are required to provide information on the types of community clients serviced and the specific services provided. This includes basic computer Internet sessions and help in developing websites.

Reports

There are four reports that must be **electronically** submitted to the Ontario Library Association:

Report	How Many	Frequency	Submitted By
Invoice/Time Sheet	6 - 7	Last day of Every Month	Site Administrator
Impact Data Sheet	6 - 7	Last day of Every Month	Youth Worker or Site Administrator*
Site Administrator Report	1	End of 2005/2006 CAP Term	Site Administrator
Youth Report	1	End of 2005/2006 CAP Term	Youth Worker

Youth Workers, as you can see from above, may need to complete only one report at the end of their work term. Your Regional Co-ordinator will inform you when you need to submit your Youth Report (probably by the middle of February; BUT, if you finish your contract before then you will need to submit your Youth Report before you leave).

* In addition to the Term-end Youth Report, your Site Administrator may require you to submit the monthly Impact Data Report. Generally speaking, Youth Workers **are** expected to submit the Impact Data Report, but it will depend on the Site and the Administrator's preference. You should clarify with your Administrator whether you - or they - will be submitting the Impact Data Reports. These Impact Data Reports should be submitted by the last day of every month.

If you will be expected to submit these monthly reports, the Administrator will need to give you the Impact Data Report password. You can also get the password from your regional coordinator.

You can access the report via the CAPSTATS website: https://capstats.ocl.net/cgi-bin/serve_page.cgi?page=report.

If the Administrator will be filing the Impact Data Reports, these monthly reports are based on the work schedule and training statistics of the Youth Worker. As such, you will need to forward this information to your supervisor every month.

Keep Track of Your Hours

On the Invoice/Time Sheet, your Site Administrator is asked to provide the total number of hours worked and the sites at which the Youth worked. You may want to purchase a small calendar or agenda. If you will be using a three-ring binder to keep track of your activities/hours, you can print out the weekly agenda provided below:

- **Weekly Agenda (8 1/2 x 11)** (see additional resources: print pack)

Statistics

As a Youth Worker, you are expected to collect statistics. On the Impact Data Report, you will need to submit statistical information on the number of clients, businesses and CyberCamps serviced and/or provided during the month. Use the statistics sheet below to make rough calculations before submitting your report online.

If your Site Administrator chooses to submit the Impact Data Report, you will need to provide this information for your supervisor by the end of every month (simply use the below sheet to submit the stats you have been collecting).

- **Statistics Sheet** (see additional resources: print pack)

NOTE: The statistics provided on the above sheet are for the 1st to the 30/31st of each month. Regardless of the actual day you submit your report, you need to calculate the stats up to the end of the month!

Client Records

Once you have glanced at the Statistics Sheet, you may feel overwhelmed and wonder how you are supposed to know the answers/information required. **At the beginning** of any training session, you should provide a Registration/Client Record Form for your clients, asking for the information listed on the Statistics Sheet. You can use the Client Record Form provided below, or use it to create your own:

- **Registration/Client Record Form** (see additional resources: print pack)

Please use the resources that have been provided in the appendix to help you and your Site Administrator monitor the program with ease.

YOUTH WORKERS CONNECT!

All Youth Workers in the Community Access Program are encouraged to keep in touch not only with their regional coordinators but also with one another. Use our CAPSTATS WebBoard to meet new people, make new friends and learn from your colleagues!

The Ontario CAP Message Board is an open-source, easily-accessible bulletin board provided by YABB, Yet Another Bulletin Board, and powered by the CAPSTATS website. Register today and post a comment, suggestion or question!

Enter the 2005/2006 WebBoard!

NOTE: If you registered last year, please note all message board user accounts have been purged so you will need to re-register.

Can't remember what network you are in? Contact your regional coordinator.
Having trouble figuring out how to register and post? Check out the HELP section.



Hey CAPPERS!!

Post messages on the WebBoard and enter to win a free prize!!

Visit our contest page for more details!

FREQUENTLY ASKED QUESTIONS

Have a question? Read our frequently asked questions to see if we've already answered your query. If not, email your questions to your [Regional Co-ordinator](#).

SOURCE: http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=y_faq

- How often should I talk to my Regional Co-coordinator?
- I'm working at a new CAP site. What should my priorities be?
- I'm working at a well-established CAP site. What should my priorities be?
- Do I get paid time-and-a-half on statutory holidays?
- Is there a standard work term?
- Is there a maximum number of hours I can work a day?
- Can I be fired?
- Am I allowed to do web design work for individuals I meet through working at the CAP site?
- Am I allowed to do web design work for businesses?
- I feel like my work environment is unfair. Who should I talk to?

How often should I talk to my Regional Co-coordinator?

You should be in direct contact with your RC at least once a week, by phone, email, or MSN Messenger.

I'm working at a new CAP site. What should my priorities be?

As a Youth Intern at a new CAP site, your primary tasks should include:

- setting up equipment (e.g. public computers, personal workstation, etc.)
- developing an acceptable usage policy and/or waiver form for the CAP computer terminals
- preparing for training sessions (e.g. creating an appointment sheet for patrons to sign-up with, developing a lesson outline, etc.)
- promoting your CAP site through flyers, posters, newspapers, radio, TV, etc.
- holding Internet training sessions developing a web page for your CAP site, meeting the minimum requirements as outlined by Industry Canada

I'm working at a well-established CAP site. What should my priorities be?

As a Youth Intern at a well-established CAP site, your primary tasks should include:

- continuing to promote your CAP site through flyers, posters, newspapers, radio, and, TV; at this stage, a more aggressive approach may need to be

taken, which could include paying visits to local businesses, community centres, etc.

- holding Internet training sessions (likely, these sessions will be more advanced and cover topics such as web design)
- updating the CAP site's web page(s) regularly
- holding CyberCamps for a wide range of age groups (children to seniors)
- developing partnerships with local Job Connect centres
- working to strengthen the volunteer base at your CAP site
- seeking out special projects to pursue during down-time

Do I get paid time-and-a-half on statutory holidays?

Normally, youth workers do not work on holidays. The OLA will not reimburse time-and-a-half for work on statutory holidays. If desired, CAP sites may choose to pay time-and-a-half to their youth workers from their own funds.

Is there a standard work term?

Typically, a work term will begin in mid to late August/September and last until March 30. It should be noted, however, that the work term will vary depending on how early the CAP site administrator is able to hire a youth intern, and if the youth intern is returning to school in the Fall.

Is there a maximum number of hours I can work a day?

While there isn't a maximum number of hours a youth intern may work per day, a typical workday will last 8 hours. The OLA will not reimburse CAP sites for more than 44 hours per week; if the CAP site wishes to have their youth intern work more hours per week, they are responsible for covering the excess wages.

Can I be fired?

Yes. Your CAP site administrator has the right to terminate your work term if they feel you are not fulfilling your duties as a youth intern.

Am I allowed to do web design work for individuals I meet through working at the CAP site?

You are permitted to design web pages for individuals you meet through the CAP site (e.g. library patrons) on your *own* time. You may not, however, design web pages for these people *during* CAP hours.

Am I allowed to do web design work for businesses?

You are allowed to instruct business people who visit the CAP site on how to design their own web pages, but you *cannot* design web pages for businesses during CAP hours. You are permitted to develop, free of charge, web pages for non-profit organizations during CAP hours.

I feel like my work environment is unfair. Who should I talk to?

The first person you should approach is your CAP site administrator; he or she is your boss. If you are unable to resolve the issue with your administrator, the next person you contact should be your Regional Coordinator.

RESOURCES

CAP Youth Initiative Manual

[CAP Handbook Links](#)

[CAP Site Visitor Links](#)



RESOURCES

The following resource pages are available to help you and your CAP site get the most out of your CAP work experience!

Feeling overwhelmed with your new responsibilities and don't know where to go? Need some fresh ideas? Guidance? Check out each of the resource pages for information and print-outs on the CAP program...and more!

CAP HANDBOOK LINKS

Use the following resources to help you implement your CAP program. For more resources, visit: <http://www.youthontario.net/trainer/resources.html>.

Quick Clics train-the-trainer website < <http://theorix.cnbb.nb.ca/> >

Quick-Clics is a training site for CAP Youth interns. The intent of this train-the-trainer is to train CAP Youth interns in specific topic areas and provide the resources necessary to deliver the course to groups of CAP site visitors. This is to also help generate revenue for your CAP site. But most importantly, it is to assist CAP youth interns in gaining new skills in technical training and job experience.

All resources from marketing posters that can be edited with your centre's name, to lesson plans, to presentation slides and participant completion certificates are included in this bilingual resource site.

Please Note: This site is for the preparation of your course delivery only and will not be used by your CAP site visitors or other clients. The website is to train the trainers only. If you have any technical issues please contact Mike Hannay at mhannay@nbnet.nb.ca.

Creating/Updating the Web Site of your Local CAP Site

Having a website will give your CAP site a sense of identity and purpose. Individuals and community organizations will be able to find information such as the type of services offered at your CAP site, the operating hours, and the mission of the CAP site.

To help you create or update the website, we have developed a [website checklist](#) (see additional resources: print pack) of items that must be included as well as links to web resources. Once you have completed or updated the CAP site's website, please let us know by sending us an email to comaccess@ic.gc.ca with the URL because we want to share it with other CAP communities across Canada.

CAP SITE VISITOR LINKS

Suggest the following resources to CAP site visitors to aid in their Internet, Web & Employment ventures.

HEALTH & COMMERCE

Wellness Network - <http://asclepius.ic.gc.ca>

The Wellness Network website connects non-profit health organizations across Canada. It provides in-depth information on health prevention, health protection and community-based health care as well as an up-to-date overview on what is happening in health care nationally. The Wellness Network is for health professionals and individuals interested in health issues.

Consumer Connection -

http://strategis.ic.gc.ca/sc_cons/consaffairs/engdoc/oca.html

Consumer Connection is an award-winning website designed as a one-stop Internet shop for consumer information from Canada and beyond. It is focused on the education and empowerment of the Canadian consumer.

Online Shopping - <http://strategis.ic.gc.ca/SSG/ca01180e.html>

Whether you're a novice or seasoned on-line shopper, there are some things that you likely take for granted at your local stores that concern you when shopping on-line. How do you know you're dealing with a reputable merchant? Do you have enough product information to make a decision to buy, especially when you can't touch or sample the product? How do you actually buy something on the Internet and what do you do if something goes wrong? How can you ensure that your personal and financial information is private and secure? This booklet provides you with some tips so you can shop on-line with confidence.

WEBSITE DEVELOPMENT TOOLS

Java(TM) Runtime Environment - <http://java.sun.com>

Sun's Java Runtime environment for running programs written entirely in Java. Necessary for many new pure Java applications available.

HTML Goodies - <http://www.htmlgoodies.com/beyond/js.html>

An extensive website covering web page development, HTML, Java and much, much more. Satisfies all needs for both advanced and beginner developers...

JOB RELATED LINKS

HRDC - <http://www.hrdc-drhc.gc.ca>

Job Bank - <http://jb-ge.hrdc-drhc.gc.ca>

Work Destinations - <http://www.workdestinations.org>

Cdn Student Loans - http://www.hrdc-drhc.gc.ca/student_loans/c/index_e.htm

Job Futures - <http://www.jobfutures.ca>

Career Awareness - <http://www.hrdc-drhc.gc.ca/career-carriere>

Federal & Provincial Jobs - http://www.jobsetc.ca/jobs_e.html

OTHER LINKS

Suggest the following resources to CAP site visitors to aid in their Internet, Web & Employment ventures.

CAPSTATS – <https://capstats.ocl.net>

Ontario's online website for submitting electronic copies of your youth worker invoices, statistics (impact data) reports, youth reports, and administrator reports. This site contains informational resources for CAP site administrators and CAP youth.

Government of Canada CAP Site - <http://cap.ic.gc.ca/>

Read about CAP programs and services, learn how to set up and run a CAP site, become network savvy with technical know-how, locate CAP centers across Canada and log in to the national WebBoard!